Department for Business, Energy & Industrial Strategy

THE BEIS ENERGY AND CLIMATE CHANGE PUBLIC ATTITUDES TRACKER REVIEW

Government response

August 2018

Contents

General information

Purpose of this document

This document sets out the government response to the BEIS Public Attitudes Tracker review following the views from users of the statistics during the consultation process.

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Consultation reference: BEIS Public Attitudes Tracker Review

The consultation can be found on the BEIS section of GOV.UK:

www.gov.uk/government/consultations/beis-public-attitudes-tracker-review

Additional copies:

You may make copies of this document without seeking permission. An electronic version can be found at https://www.gov.uk/government/consultations/beis-public-attitudes-tracker-review. Copies in alternate formats are available upon request.

Quality assurance

This consultation has been carried out in accordance with the Government's Consultation Principles.

If you have any complaints about the consultation process (as opposed to comments about the issues which are the subject of the consultation) please address them to:

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Executive Summary

The Department for Business, Energy and Industrial Strategy (BEIS) publishes the BEIS Public Attitudes Tracker (PAT), on a quarterly basis. The survey originated in the Department for Energy and Climate Change (DECC) in March 2012 to understand and monitor public attitudes to the Department's main business priorities. On 14 July 2016, the Department of Energy and Climate Change (DECC) merged with the Department for Business, Innovation and Skills (BIS), to form the Department for Business, Energy and Industrial Strategy (BEIS).

The consultation sought responses on proposed changes to expand the topics in the tracker (to cover those of the new department), consider survey frequency (increasing the number of interviews achieved to facilitate regional analysis), and feedback on survey outputs.

The consultation ran from 16 February 2018 until 18 March 2018. Overall, 41 individuals responded to the consultation. This included various University departments, businesses, industry representatives, societies and individuals.

Use and value of the tracker

Consultation respondents use the tracker to track public opinion, help inform decisions, support research, provide evidence for investment proposals, raise community awareness, and provide evidence for campaigns. Their most important questions are those on shale gas, support for renewable energy/technologies/nuclear energy, attitudes towards electric vehicles and worry about energy bills. Most demographic questions were also considered useful. These questions will remain on the tracker, aside from Q10 (electric vehicles). The review found that this was not a key policy area for BEIS and would better fit with the work of other government departments.

Some respondents expressed an interest in geographical analysis. The number of interviews completed quarterly will increase from approximately 2000 to 4000. This is to facilitate regional analysis, allowing more meaningful comparisons to be made.

Proposed changes

BEIS proposed **adding** questions on issues such as consumer issues and employment rights. Consultation respondents were keen to retain the focus on energy and climate change and suggested the new topics may be of little relevance to domestic households, although if new topics were to be added, careful consideration should be given to ordering effects. After consulting with both policy colleagues and the public, BEIS have decided to expand the content of the survey to include consumer experience, employment rights, and trust in consumer organisations, as well as clean growth, and additional questions on energy efficiency and climate change. Additional topics may be added throughout the life of the tracker.

To allow space on the survey for the additional topics, BEIS will reduce the frequency of a few of the energy and climate change questions to accommodate wider departmental priorities. However, where seasonal effects are expected, questions will be asked more frequently. The department will also carefully consider the order effects of all questions, and cognitively test all new questions (that is ensure they are easily and consistently understood).

Additionally, it was proposed that other questions would be **removed** or amended, to increase the reliability and relevance of evidence collected. While there was support for the removal of questions amongst some respondents, there was also some resistance to the removal of any energy and climate change questions. BEIS have decided to remove questions which are no longer a departmental priority or are not a reliable measure of attitudes. These include: ‘the top three challenges facing Britain today’ as there are other questions in the survey that are likely to provide more reliable insight; ‘appliances using the most energy,’ as the data is no longer being used by BEIS; ‘likelihood of tenants installing renewable technologies,’ as it is an unreliable measure; and ‘condensing boiler ownership,’ as another question provides a more reliable indication of their prevalence.

When it came to **amendments**, consultation respondents were particularly concerned about any changes to fracking questions. However, they approved of changing the question on ‘worry over energy bills’ to an open question. BEIS has decided to retain the shale gas questions and keep them under review, change the ‘worry over energy bills’ to an open question, split a response code to better understand who people ‘trust to provide advice on heating systems installation;’ and move the question on ‘whether they have renewable technologies installed’ in their homes to become an 'I already have this' response code at questions on ‘whether people are likely to install them in their homes.’

Tracker frequency

The frequency of the publication was reviewed to determine whether it might be a better use of public resources to move from a quarterly to a bi-annual or annual publication. Consultation respondents said a quarterly survey would be necessary to remain up to date with public opinion, particularly to monitor policy changes and seasonal variation.

The tracker will continue as a quarterly publication and will undertake a new structure via the introduction of modular waves. Going forward, the current topics such as energy and climate change will be concentrated in the April survey, and the three further quarterly surveys will include a few of the current energy questions where we expect seasonal change to affect the responses, or where attitudes are likely to shift quickly. Otherwise, the other three waves will be focussed on other topic areas such as consumer experience or employment rights.

Output improvements and other comments

The relevancy and effectiveness of existing outputs in their current design and layout was considered. Consultation respondents were satisfied with the information presented, but some suggested the creation of infographics and "user friendly, easily sharable" information. There was also a comment on doing more to promote the tracker.

The most valued publication was the executive summary, followed by the questionnaire. The raw data set was the least valued publication.

BEIS have decided to publish 'user-friendly' themed infographic posters; make the summary report more engaging with graphs and charts; improve the layout of the Excel tables, provide PDF cross-breaks which will cut question responses by demographics and other survey questions; and the content of the data set and technical report will be updated to be more accessible and readable for users.

In terms of promotion, BEIS plan to do this though social media as well as reviewing the gov.uk Public Attitudes Tracker page to make it easier to navigate.

Introduction

Background

The Department for Business, Energy and Industrial Strategy (BEIS) publishes the BEIS Public Attitudes Tracker (PAT), on a quarterly basis. The survey originated in the Department for Energy and Climate Change (DECC) in March 2012 to understand and monitor public attitudes to the Department's main business priorities. On 14 July 2016, the Department of Energy and Climate Change (DECC) merged with the Department for Business, Innovation and Skills (BIS), to form the Department for Business, Energy and Industrial Strategy (BEIS). The tracker is a valued source of evidence for the department. The creation of BEIS has meant that the department's priorities are now broader and include other policy areas where data on public attitudes would benefit policy development. It is therefore important that the survey is reflective of this change.

This document outlines the UK Government's response to a consultation published in February 2018 on the BEIS Public Attitudes Tracker. It will outline the proposed changes to the survey and provide an overview of the responses received in the consultation. The Government's response will be summarised, alongside decisions regarding future changes to the survey. All information regarding the survey can be located on the following Government page www.gov.uk/government/collections/public-attitudes-tracking-survey. For the initial consultation please see the link: www.gov.uk/government/consultations/beis-public-attitudes-tracker-review.

Reason for the Consultation

BEIS wanted to understand how the statistics are currently used and their value to users, as well as the impact of any proposed changes. This is in line with the Code of Practice for Official Statistics (www.statisticsauthority.gov.uk/publication/code-of-practice/).

The department considered whether the survey should be expanded to cover public attitudes relating to a wider range of these priorities. Expanding the content of the survey would improve the evidence base to assist the department in achieving its aims and monitor progress.

As well as reviewing the survey content (topic areas and questions), BEIS took this opportunity to consider the frequency and sample size of the survey, as well as the outputs produced to ensure that they provide good quality evidence, are insightful and engaging for users, and deliver value for money.

All responses were considered in the context of the aims and objectives of the department; the financial budget; resource implications and methodological constraints.

Proposed changes

Content

BEIS suggested expanding the content of the survey to include other departmental priorities such as consumer issues, employment rights, and to increase questions on existing topics such as: climate change, energy performance certificates. It was considered that other topics may be included over the life of the tracker to meet any change in priorities or track public attitudes where relevant. Additionally, it was proposed that other questions would be removed or amended, to increase the reliability and relevancy of evidence collected.

Consequently, to reflect the diversification of topics, BEIS proposed changing the name from the 'BEIS Energy and Climate Change Public Attitudes Tracker' to the 'BEIS Public Attitudes Tracker.'

Sample Size

BEIS considered increasing the sample size from 2000 to 4000 respondents to allow regional data to be reported, alongside other useful, meaningful cross breaks. The current sample size does not allow for meaningful regional comparisons. Therefore, it was suggested that by increasing the sample, policy would benefit from comparing attitudes across a range of demographics.

Frequency

The frequency of the publication was reviewed to determine whether it might be a better use of public resources to move from a quarterly to a bi-annual or annual publication. Many of the statistics reported do not change a great deal from quarter to quarter. However, the suggestion of expanding the content would mean there is a greater need for a regular survey to allow room for all the new topic areas.

Outputs

The relevancy and effectiveness of the following existing outputs in their current design and layout was re-considered:

- Summary Report
- Summary Tables
- Data Set
- The Questionnaire
- Technical Report
- Infographics Booklet

Summary of Consultation

The consultation ran from 16 February 2018 until 18 March 2018. Overall, 41 individuals responded to the consultation. This included various University departments, businesses, industry representatives and societies. Twelve questions were asked relating to stakeholder and public views of the current structure, design and content of the tracker. The addition, removal and amendment of several questions was also proposed, to which respondents had the opportunity to comment. Additional comments were also sought on the frequency of the publication, and the outputs.

Response Overview

The Government has noted that many of the consultation questions followed similar themes. Where this occurred, questions have been grouped together to enable a more robust response to comments raised by respondents. Questions 1, 2, 10 & 11 have been grouped as they all concern the use and value of the tracker.

Use and value of the tracker (Consultation Questions 1, 2, 10 & 11)

1. How does the tracker add value to you, your research or work?

2. What do you use the tracker for? Please tick all that apply.

10. Of the remaining questions left in the Tracker, which, if any, are particularly important to you/your work?

11. Which of the following demographic breakdowns do you use? Please tick all that apply.

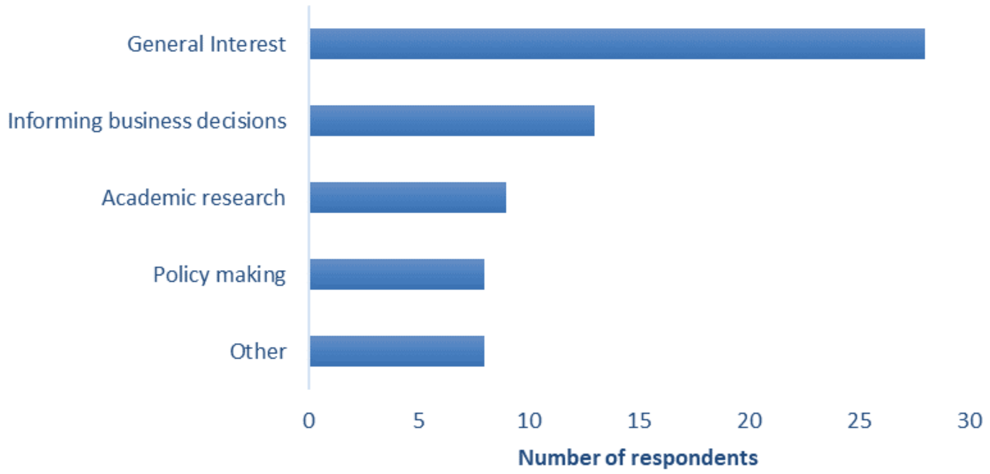
Summary of responses

When asked what value the tracker adds for them, their research or work, the 38 respondents who answered this question said it:

- Allows tracking of public opinion
- Helps to inform decisions (for example, outreach work, communications and local initiatives)
- Supports research, academic articles or funding applications
- Is a reliable source of information
- Provides evidence for investment proposals

Most respondents stated they use the tracker for ‘general interest’ (28 responses). This was followed by ‘informing business decisions,’ ‘academic research’ and ‘policy making.’ Other responses included raising community awareness, providing evidence for campaigns and monitoring trends.

Figure 1: Question 2 – What do you use the tracker for? Please tick all that apply



Source: BEIS Public Attitudes Consultation Response Data
Base: 38

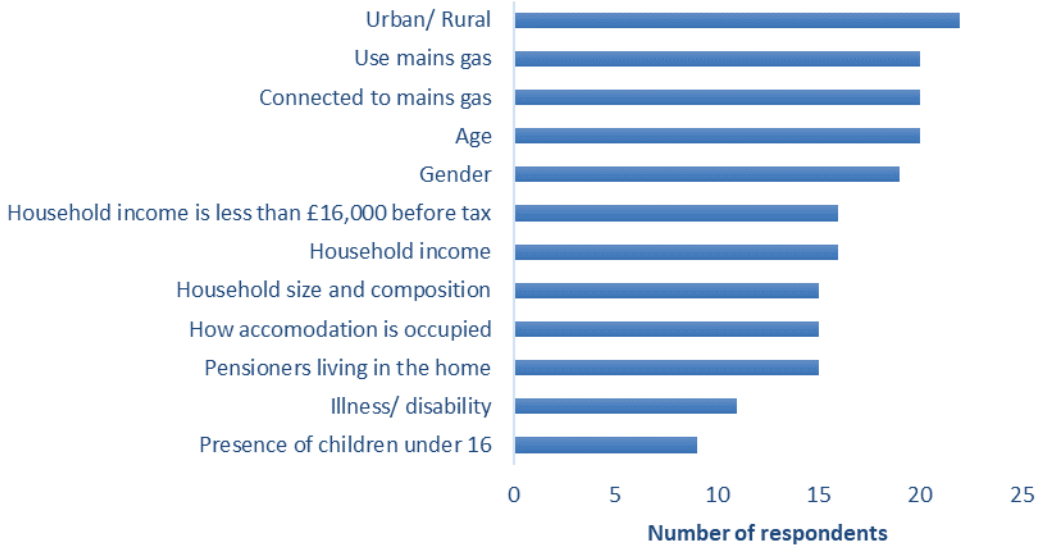
The most **important questions** in the survey, for the 25 respondents who answered this question, were:

- Question 15 a-e: Shale gas awareness, support/opposition, reasons for support/ opposition (7 responses)
- Question 3,12,13: Support for renewable energy/technologies (7 responses)
- Question 14: Support for nuclear energy (3 responses)
- Question 10: Attitudes towards electric vehicles (3 responses)
- Question 16: Worry about energy bills (3 responses)

(A list of the questions can be found here on the annual wave: www.gov.uk/government/statistics/energy-and-climate-change-public-attitude-tracking-survey-wave-21, this contains almost all the PAT questions. The only questions that are not included on this wave are the 'heat' questions which can be found here: www.gov.uk/government/statistics/energy-and-climate-change-public-attitudes-tracker-wave-20.)

The demographic that was selected most by respondents was 'urban/ rural' (22 respondents). Other useful demographics were; 'use mains gas,' 'connected to mains gas,' 'age,' and 'gender'. Aside from the group 'presence of children under 16', there were little differences in demographic preference, suggesting the majority were useful.

Figure 2: Question 11 – Which of the following demographic breakdowns do you use? Please tick all that apply.



Source: BEIS Public Attitudes Consultation Response Data
Base: 34

Government response

The number of interviews completed quarterly will increase from approximately 2000 to 4000. This is to facilitate regional analysis and further demographical breakdowns. This larger sample size will allow for more meaningful comparisons to be made. In the consultation three respondents expressed an interest in geographical analysis (in response to question 5).

The most important questions for respondents, as listed above, will remain on the tracker, aside from Q10 (electric vehicles). The review found that this was not a key policy area for BEIS and would better fit with the work of other government departments. This was an important decision for BEIS when balancing cost alongside departmental priority.

Views on proposed changes (Consultation Questions 7, 8 & 9)

Questions 7, 8 & 9 have been grouped as they all concern the views raised in the consultation on the proposed changes to the content of the tracker, which include the removal, amendment and addition of questions.

7. **Please let us know your thoughts on the proposed additions to the tracker.**

8. **Please let us know your thoughts on the proposed questions to be removed.**

9. **Please let us know your thoughts on the proposed questions to be amended.**

Summary of responses

The 24 respondents who shared their thoughts on the proposed additions to the tracker suggested broadening the content of the survey would result in a loss of focus on energy and climate change. There was also concern that the new topics may be of little relevance to domestic households. Respondents suggested that if the proposed additions were implemented, care should be taken over their ordering to ensure earlier questions did not influence later responses.

Among the 20 who commented on the proposed questions to be removed (see Annex B), seven respondents were broadly happy with the removal of the proposed questions. However, concern was also expressed more generally for the removal of any question relating to energy and climate change. There was a concern that removing questions would introduce biases (3 responses), no further detail was provided. Four respondents specifically commented on their concern over the removal of Q1a, b, c (public perception of the biggest challenges facing Britain today), which respondents felt was necessary for an effective evaluation and the contextualisation of energy issues and climate change.

There were 28 responses to the proposed amendments to the survey questions (see Annex C). There was concern that amending questions would introduce biases (11 responses), no further detail was provided. Respondents who gave their thoughts on the proposed questions to be amended commented on the questions relating to awareness, support/opposition of fracking (Q15 c, d, e). Respondents expressed concern that they did not have an opportunity to input on any amendments made to this question. One respondent suggested that it was likely that the public would see both the benefits and risks of shale gas. It was proposed that to capture this, a question capturing opinion on the social, economic and environmental impacts of shale gas should be included in the survey.

There was approval for Q16e (worry over energy bills) to be amended to an open question for more comprehensive responses as they felt the current question (where various bills were being compared such as food and household bills) were not comparable. One respondent suggested that Q7a (advice on heating systems) should include energy advice charities as a response option.

Government response

After consulting with both policy colleagues and the public, BEIS have decided to expand the content of the survey by doing the following:

- Introduce additional questions on the existing topics, for example, energy efficiency, climate change[1]
- Introduce additional topics to the survey, for example, consumer experience, employment rights, clean growth, trust in consumer organisations[1]
- Introduce new demographical questions such as region and employment status

The survey will also retain the current demographic questions.

The topics that will be added to the survey are key areas for the department, and it is important that public views are sought to aid in policy formation. The survey will take a modular approach, where each wave will focus on a topic.

To allow space on the survey for the additional topics, BEIS will reduce the frequency of a few of the energy and climate change questions (as the departments priorities are now wider). This will allow questions on other topic areas to be asked throughout the year. However, where we expect public attitudes to shift quickly or be affected by seasonal changes, questions will be

[1] This is not an exhaustive list, and may increase over the life of the tracker.

asked on a more frequent basis. The department will also carefully consider the order effects of all questions.

Prior to the addition of new questions on the tracker, all propositions must undergo a rigorous process of cognitive testing. This is where proposed survey questions are piloted before being added to the survey. Questions are also designed against a framework to ensure they are of high quality, to provide useful insight for policy teams.

In order to allow new questions to be added to the tracker and to ensure the tracker is a reliable source of information, BEIS have decided to remove questions which are no longer a departmental priority or is not a reliable measure of attitudes. The following questions will be removed:

- **Q1 (Top three challenges facing Britain today):**
  This question does not give a reliable measure of attitudes towards energy and climate change when comparing this topic against other high-profile topic areas. This is because individuals may consider energy and climate change to be an important issue, but this is not directly comparable with other high-profile issues such as immigration or the NHS (which also receive substantial media coverage). However, similar data can be found here:
    - Ipsos Mori Issues Index: www.ipsos.com/ipsos-mori/en-uk/issues-index-archive
    - The British Social Attitudes Survey: www.bsa.natcen.ac.uk/downloads/bsa-35-downloads.aspx
    - YouGov: https://yougov.co.uk/publicopinion/archive/?category=political-trackers
- **Q17b (Plans to switch energy supplier):**
  Asking about future intentions or actions may not yield accurate results. Hypothetical questions are not a reliable measure of actual behaviour.
- **Q20A&B (Appliances using the most energy):**
  This data is no longer being used by BEIS.
- **Q38& Q39 (Energy type perceived to have the highest/ next highest household spend over the year):**
  The data is no longer being used by BEIS.
- **Q42 (Renewable technology installed in the home):**
  The response option ‘I already have this’ will be added to Q43-Q46 to capture this group who have installed these measures.
- **Q47-Q50 (Likelihood of respondents who rent/live rent free to install various renewable technologies in their home):**
  Most respondents who are asked this question respond by saying they do not intend to install these technologies which suggests they are responding in error. It is also not a good measure of likelihood to install as this would be dependent on whether the tenants are aware of the landlords intention.

- **Q53 (Condensing boiler ownership):**
  Q52 on ownership of condensing boilers provides a more reliable indication of their prevalence.

BEIS will also amend the following questions to ensure they are providing useful information:

- **Q7_7a& Q7_7b (Trust to provide advice on heating systems installation**):
  To ensure accuracy, response option 6 will be amended from 'The Energy Saving Advice Service (ESAS) or Home Energy Scotland' to 'Advice Charities i.e.ECHAS or Home Energy Scotland'. A response option for 'Local Authority' will also be added.

- **Q16e (Reason for worry about energy bills):**
  To become an open question to provide richer data.

- **Q43-Q46 (Whether respondents have various heat sources installed in their home):**
  For more efficient data collection, a response option will be added to Q43-Q46 to cover those who already have the technology installed (see Q42 above).

With regards to question 15c, d, e (reasons for support/opposition to shale gas), we will not be amending these questions at this stage but will continue to review them to ensure its reliability and value to the department and users. We will ensure that where questions are amended, they will remain balanced and unbiased, and comments from the consultation will be taken into account when making amendments, removing and adding questions.

To ensure that the data collected is robust, achieves value for money, and is meeting user needs, we will regularly review the questions on the tracker.

Tracker frequency (Consultation Question 4)

4. If the frequency of the tracker decreased to either an annual or biannual (i.e. Every 6 months) publication, would this impact you/ your work?

Summary of responses

Of the 39 people who responded to this question, 17 stated a change in the frequency of the tracker would affect them or their work. Twenty respondents gave feedback on how frequency changes would impact them. In summary, it was felt a quarterly survey was necessary to remain up to date with public opinion, particularly in terms of policy changes and seasonal variation in responses. Five comments specifically stated a preference for a bi-annual over an annual survey.

Government response

The tracker will continue as a quarterly publication and will undertake a new structure via the introduction of modular waves. This decision was thought to be the most appropriate way to approach the changes in content. Previously an annual survey was published every April, followed by three quarterly surveys where questions were repeated where there was an expectation of seasonality affecting responses, or where attitudes were expected to change quickly.

Going forward, the current topics such as energy and climate change will be concentrated in the April survey, and the three further quarterly surveys will include a few of the current energy questions where we expect seasonal change to affect the responses, or where attitudes are likely to shift quickly. Otherwise, the other three waves will be focussed on other topic areas such as consumer experience or employment rights. This will ensure that each survey will take a focused topical approach. This will also reduce the burden on respondents by reducing the number of topics being discussed in one interview.

To implement this new modular structure, we have had to reduce the frequency of a few of the current questions. Some questions which were once asked quarterly will be been either reduced to a yearly or bi-annual (i.e. every 6 months) publication. Following analysis of the data over the last 25 waves, it was found that there was little change over the years for these questions, and there was little sign of seasonal variation. However, there is still room on the upcoming waves to repeat questions where there is a need. The table below shows the change in frequency for the current PAT questions.

PAT Question	Current frequency	Future frequency (as of wave 26)
• **Question 2** (Thought given to saving energy at home) • **Question 14a** (Support or opposition to nuclear energy) • **Question 15b-e** (Support or opposition to shale /reasons for support or opposition to shale) • **Question 18** (Trust in energy suppliers) • **Question 26a**, b (Knowledge of radioactive waste)	Quarterly	Annual
• **Question 8** (Awareness of smart meters) • **Question 23a-c** (Concern over energy security)	Bi-annual	Annual
• **Question 16** (Worry over energy bills)	Quarterly	Bi-annual (i.e. every 6 months)
• **Question 16e** (Reason for worry about energy bills)	Annual	Bi-annual (i.e. every 6 months)

Output improvements and other comments (Consultation Questions 5, 6, 3 & 12)

Questions 5,6,3&12 have been grouped surrounding the improvement of the outputs from the survey. Other relevant comments are also included.

5. What, if any, improvements would you like to see in the way the information is presented?

6. What, if any, improvements would you like to see in the methodological information provided in the survey outputs, including the technical note?

3. Which publications do you most value? Please tick all that apply.

12. Please let us know if you have any other comments regarding the tracker?

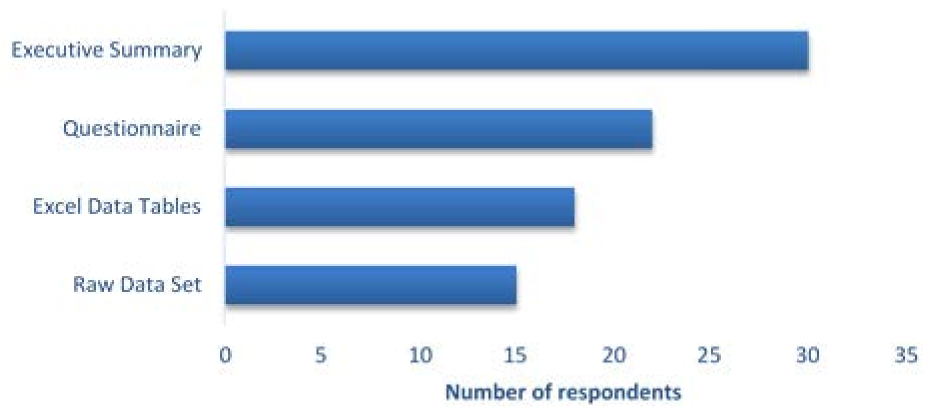
Summary of responses

Eight of the 18 respondents were satisfied with the way information is presented. However, six respondents would like to see the creation of infographics and "user friendly, easily shareable," information. Three respondents suggested analysis would be more beneficial if broken down by demographics and geography. One respondent also highlighted that more should be done to promote the tracker.

Of the 13 people who commented relevant improvements to the methodological information, six were satisfied with the current format. Five respondents requested more detail and clarification, although no specific area was mentioned. Conversely, one respondent suggested simpler methodological information (for example, less technical terms) would be appreciated. Another respondent expressed that information on those making the decisions about the methodology would be useful.

The most valued publication was the executive summary, selected by 30 of the 41 respondents who answered this question. Second to this was the questionnaire, mentioned by 22 respondents. The least valued publication was the raw data set which was selected by 15 respondents.

Figure 3: Question 3 – Which publication do you most value?



Source: BEIS Public Attitudes Consultation Response Data
Base: 41

Government response

Considering this feedback, the Government have decided to make the following amendments to the existing outputs of the survey.

- **The Summary Report**
  To make it more engaging for users, graphs and charts will be added to the report. The addition of items such as a contents page and glossary will aim to make it easier to follow and provide definitions for any technical terms being used. Lastly, we will explain more clearly how the findings are reported in this summary report.

- **The Excel Tables**
  The layout, structure and design of the tables will be updated to ensure it is more accessible and readable for users. BEIS will also aim to update the tables so the most recent wave can be easily identified.

- **The Data Set**
  This will be improved to make the results clearer and more user friendly.

- **The Technical Report**
  This report will be updated to ensure it is user friendly. We will adapt the language to ensure it is clear for all users. This output will include a glossary to explain technical terms. BEIS will also include information on the analysts that make decisions about the publication and quality assure the data. A revised version of the report will be published at a later stage.

In addition to this, the following new outputs will be published.

- **The Infographic Poster**
  To raise awareness of the publication, infographic posters will be published alongside the other outputs, each with a theme guided by the results of the survey. Overall, they will express an engaging visual representation of the findings, to satisfy demand for 'user-friendly' material. The wave 26 poster will follow after the main publication.

- **The PDF Cross-breaks**
  The cross-breaks will provide a method of analysing the relationship between two or more variables. They allow for tracker questions to be cut by demographic questions and other survey questions, providing more insight into the results.

Specifically addressing the other comments made at question 12, the Government plans to promote the tracker through several mediums, including social media to increase public awareness. Additionally, a review of the gov.uk Public Attitudes Tracker page is being conducted, to ensure the page is clear and easy to navigate. As previously mentioned, all questions are cognitively tested and are designed against a framework to ensure that the survey takes a balanced view. This ensures that questions are objective, and the evidence gathered can guide policy teams and provide useful data for the users of the statistics.

Annex A: Stakeholder Participation

Please see the following list of stakeholders who participated in the consultation.

- Bristol Energy Cooperative
- Cardiff University
- IGas Energy Plc
- Imperial College London
- London Local Energy
- Pickering & District Civic Society
- UK Onshore Oil and Gas (UKOOG)

Other individuals and stakeholders also participated but do not wish to be identified.

Annex B: Proposed questions to be removed from the Consultation

Topic	Question Number	Question Description *(refer to the published questionnaire for further detail)*	Frequency
Challenges	Q1a-c	Which of the areas on this screen do you feel represents the biggest/second biggest/third biggest challenge that Britain is facing today? 1. Inflation/rising prices 2. Unemployment 3. National Health Service 4. Education 5. National security/defence 6. Level of taxation 7. Crime/law and order 8. Climate change 9. Energy supply 10. Don't know	Annual
Energy bills and suppliers	Q17b	And which of the following describes what you plan to do in relation to your gas and electricity supplier in the next year? 1. I plan to switch supplier in the next year 2. I may or may not switch supplier in the next year 3. I will not switch supplier in the next year 4. Don't know	Quarterly

Topic	Question Number	Question Description *(refer to the published questionnaire for further detail)*	Frequency
Energy bills and suppliers	Q20A	Over the course of the year, which of these do you think uses the most energy in your home?	Bi-annual
Energy bills and suppliers	Q20B	Over the course of the year, which of these do you think uses the second most energy in your home?	Bi-annual
Heat	Q42	Which, if any, of these do you currently have installed in your home? When answering, please think about whether or not this has been done to your home, even if the decision was not made by you personally. 1. An air source heat pump 2. A ground source heat pump 3. A biomass boiler 4. Solar thermal panels 5. None of these	Annual
Heat	Q47	You said that you [rent your property/live here rent-free] and would be likely to install an air source heat pump. Could I just check that either you or your landlord are likely to install this in the next few years?	Annual
Heat	Q48	You said that you [rent your property/live here rent-free] and would be likely to install a ground source heat pump. Could I just check that either you or your landlord are likely to install this in the next few years?	Annual

Topic	Question Number	Question Description *(refer to the published questionnaire for further detail)*	Frequency
Heat	Q49	You said that you [rent your property/live here rent-free] and would be likely to install a biomass boiler. Could I just check that either you or your landlord are likely to install this in the next few years?	Annual
Heat	Q50	You said that you [rent your property/live here rent-free] and would be likely to install solar thermal panels. Could I just check that either you or your landlord are likely to install this in the next few years?	Annual
Condensing Boilers	Q53	How likely do you think you are to install a condensing boiler in your home over the next few years?	Annual

Annex C: Proposed questions to be amended from the Consultation

Topic	Question Number	Previous Question Description *(refer to the published questionnaire for further detail)*
Heat	Q7_7a	Which of the following **would you trust to provide advice about which heating system** to install in your home? 1. A tradesperson (e.g. builder, plumber, gas fitter) 2. Heating system manufacturer 3. Friends/Family 4. Your energy supplier/another energy supplier 5. Green Deal assessor / adviser 6. The Energy Saving Advice Service (ESAS) or Home Energy Scotland 7. Your housing association 8. Your landlord 9. A company that installs renewable heating systems 10. Other (specify) 11. None of these 12. Don’t know
Heat	Q7_7b	And which one **would you trust the most to provide advice about which heating system** to install in your home? [LIST FILTERED TO ONLY INCLUDE THOSE SELECTED AT Q7_7a + DK]

Topic	Question Number	Previous Question Description *(refer to the published questionnaire for further detail)*
Shale Gas	Q15c	You said that you **support hydraulic fracturing for shale gas**, otherwise known as fracking. Why is this?
Shale Gas	Q15d	You said that you **oppose hydraulic fracturing for shale gas**, otherwise known as fracking. Why is this?
Shale Gas	Q15e	You said that you [IF Q15b=6 - don’t know whether you support or oppose] [IF Q15b=3 - **neither support nor oppose] hydraulic fracturing for shale gas**, otherwise known as fracking. Why is this?
Energy Bills and Suppliers	Q16e	You said you were **more worried about paying for your energy bills** compared with some other outgoings I mentioned at the last question. Why is this? 1. Energy bills are more expensive than other items 2. Energy prices have increased more than shopping/transport prices 3. Have less control over energy bills (i.e. energy used by others in household) 4. Cannot easily 'go without' energy like I can for other items 5. Don't know how much energy bill will cost in advance so harder to budget 6. Other (specify) 7. Don't know

Topic	Question Number	Previous Question Description *(refer to the published questionnaire for further detail)*
Energy Bills and Suppliers	Q17a	Thinking about your gas and electricity supplier, **which of the following best describes your current situation?** 1. I have switched supplier in the last year 2. I have switched supplier but more than a year ago 3. I have never switched supplier 4. Don't know
Energy Bills and Suppliers	Q18	How much, if at all, do you **trust your energy supplier** to do the following? a) Give customers a fair deal b) Provide you with a bill which accurately reflects the energy you have used c) Provide a breakdown of the components of your bill d) Inform you about the best tariff for you e) Improve your home to make it more energy efficient, if you paid them to do this – for example through installing different technologies to reduce heat loss, or generate electricity f) Provide impartial and accurate advice on energy efficiency measures
Heat	Q43	How likely do you think you would be to **install an air source heat pump** in your home over the next few years? 1. Very likely 2. Fairly likely 3. Not very likely 4. Not at all likely

Topic	Question Number	Previous Question Description ***(refer to the published questionnaire for further detail)***
Heat	Q44	How likely do you think you would be to **install a ground source heat pump** in your home over the next few years?
Heat	Q45	How likely do you think you would be to **install a biomass boiler** in your home over the next few years?
Heat	Q46	How likely do you think you would be to **install solar thermal panels** in your home over the next few years?

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